



RUTLAND COUNTY COUNCIL

JOB DESCRIPTION

Position Title: Library and Community Access Worker

Grade: G03

Directorate: Children & Families

Department: Living Well Rutland

Responsible to: Library Team Leader / Library Practitioner

Purpose of the Job:

To deliver universal and bespoke information and library interventions to children, young people and adults, and to work in a multi-agency integrated way to meet the needs of service users early and to ensure support is in place to reduce the demand for more specialist services and disruption to family life, as set out in the intentions of the Living Well Rutland programme.

To assist in the delivery of library, front of house and back-office provision, undertaking administrative and facility management duties, serve visitors, deliver activities, and provide a high standard of customer service and to provide staffing cover as part of a rota, and being available to work additional hours at sites if required.

To contribute to the design, planning, implementation, and review of innovative services for groups and individuals, which have a clear set of aims and impact outcomes, across a variety of locations and will inform and deliver best practice.

Main Responsibilities:

1. To ensure the delivery of innovative and high-quality library and information services, create welcoming and inclusive services to users of Rutland's libraries, and community hub spaces, both in person and through use of technology, sometimes as the sole member of staff on duty.
2. To work directly with service users to engage and interest them in developing their reading and learning and IT skills, across all libraries and in outreach locations and which enables the local community to actively participate in a range of wellbeing and learning activities by working as an integrated, 'Living Well Rutland' team.
3. To ensure service security, including locking, unlocking and alarming sites, use of CCTV, and ensuring the safety of visitors, premises, stock and assets.



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4. To undertake back-office duties, checking delivery notes, bills, records and raising queries and to undertake physical work, including shelving books, packing and unpacking stock, stock editing and repairs, and site cleaning. This will require the ability to safely move and handle objects.
5. To deal with customer membership, enquiries, and requests for services, being knowledgeable about library and heritage matters, and use professional autonomy and utilise discretion to respond to enquiries when specialist advice is needed and to assist by providing co-ordination of resources, venues and materials.
6. To responsibly handle money, including cash handling and electronic payments.
7. To assist the Library Practitioners and Library Team Leader, to develop and maintain a digital and virtual offer, using engaging displays, websites, and social media, which supports inclusive access to advice and information, to self-refer to relevant services, and creates innovative ways for service users, to receive a range of services, such as library services, wellbeing, and activity programmes.
8. To assist the Library Service Delivery Coordinator to maintain a data system which will provide user and performance information to be presented and shared with a wide range of stakeholders.
9. To work as part of a team and on your own, contributing to the work of Rutland County Council by participating in projects and meetings.
10. To participate in and contribute to training programmes for staff and volunteers, and to assist in the induction and training of new members of staff and volunteers.
11. To act in accordance with the principles set out in the Employee Code of Conduct and the Council's Values, recognising the duty of all public sector employees to discharge public functions reasonably and according to the law.
12. Take reasonable care for your health and safety and have regard to other persons who may be affected by the performance of your duties, in accordance with the provisions of Health and Safety legislation and Rutland County Council's and Departmental codes of practice and procedures. You will exercise proper care in handling, operating and safeguarding any equipment, vehicle or appliance provided, used or issued by the Council or provided or issued by a third party for individual or collective use in the performance of your duties.



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Dimensions

To support recruitment and supervision of the work of volunteers and work experience students.

Budget responsibility will include keeping financial records, and where necessary take receipt of cash payments and ensure maintained securely.

The postholder may undertake lone working and act as key holder responsible for opening and securing premises including out-of-hours and deputize for line manager as the need arises.



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JOB REQUIREMENTS

QUALIFICATIONS/TRAINING/EDUCATION

Essential	Method of Assessment *
Educated to GCSE level grades A-C in English and Math's or equivalent.	A/D

EXPERIENCE/KNOWLEDGE

Essential	Method of Assessment *
Relevant experience of library, information delivery, or customer care service delivery with service users, in a community context.	A/I/T
Experience of team working across a range of disciplines.	A/I
Experience of working with the general public to improve their learning, or IT skills or their wellbeing and social capital.	A/I
Knowledge of Internet, Microsoft Windows, Outlook, Word, Excel and Access	A/I

Desirable	Method of Assessment *
Library or Museum experience.	A/I
Knowledge of and application of health and safety and risk management.	A/I
A qualification in teaching, information advice and guidance.	A/I

SKILLS

Essential	Method of Assessment *
Able to work well with the public, and to handle sensitive and confidential information.	A/I
	A/I/T



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The ability to work independently and at time alone, and use initiative, autonomy and discretion, and as part of a team and in collaboration with partners and others. Good IT skills, including the ability to use word processing packages and data systems. A full awareness of modern media including social media applications and a willingness to train on other ICT systems. Excellent communication and interpersonal skills and written, numeracy and literacy skills. Ability to work under pressure and prioritise appropriately, good organisational, and planning skills and working to deadlines. Have the ability to establish strong links with partners, providers and use these links to develop and sustain the Library and Community Hub offer.	A/I/T A/I A/I A/I
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EQUALITY AND DIVERSITY

Essential	Method of Assessment *
Able to recognise discrimination and be proactive in ensuring the Council's policy is put into practice.	A/I

OTHER

Essential	Method of Assessment *
Flexible working patterns to fulfil commitments of the role and team. This includes working in the evening and at weekends when required.	A/I
Mobile and willingness and ability to visit and work at other sites as and when required.	A/I
Able to safely move and handle objects.	A,I

* A = Application Form D = Documentary evidence I = Interview T = Test



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NOTE: These requirements ~~must be reviewed each time this post becomes vacant.~~ The reviewing manager must sign below. If changed, please submit both the original job description and amended job description to the Human Resources Department.

DATE	CHANGE - YES/NO	PREPARED BY (Name & Position Title)
June 2024	Yes	Bernadette Caffrey, HoS
Oct 2026	Yes – amended job titles of other roles.	James Kearney, Library Team Leader